

# Kew Care Group: Taking care of energy requirements and delivering a first-class service

Kew Care Group provides residential and dementia care for the elderly across its group of four quality care homes in Bristol, West Sussex, and Gloucester.



Kew Care Group



We first started working with Kew Care Group in 2012. We aligned the group end dates on the procurement contracts to provide better buying power for the group and support a streamlined approach to managing contracts. We provided our full energy management service and built a successful relationship with the group.

Unfortunately, in 2017 Kew Care Group decided to proceed with another consultant that was able to offer lower renewal prices. We respected the business decision in the hope we would have the opportunity to provide prices again for future renewals.

Two years later, the group approached Power Direct Ltd after experiencing poor customer service with its consultant. We were delighted to welcome Kew Care back and to be able to source competitive prices for its gas and electricity renewals, while also allowing the group to benefit from our commitment to exceptional customer service.

Power Direct Limited provides its full service to the Kew Care group, which includes bill validation to check and validate bills for any errors ahead of payment, and additional value-added services, such as monitoring the consumption to help with budgeting.

Our bill validation service has saved the group more than £1000, typically where VAT has been incorrectly applied and other bill errors that we have followed up with suppliers.

We have also supported the group to take advantage of the deregulated water market. Our water basket helped Kew Care to get a better price and excellent customer service for its water, while also accessing bill validation to monitor unusual usage that might be indicative of a leak.

In addition, we are on hand to support Kew Care group with everything to do with their energy, so that one call to the office means we'll take care of liaising with all the necessary stakeholders to allow Kew Care to concentrate on the business of care. Most recently we arranged getting the business added to the Priority Services Register to ensure business continuity.

**“I cannot praise our Account Manager enough for his customer service and efficiency dealing with the energy for all our Homes and getting us the most competitive prices for our energy. He is always so cheerful on the phone, keeping me informed at every stage of the process regarding our bills, and nothing is too much trouble. With my previous energy consultancy I had hardly any customer service and was just notified by a letter stapled to my bill – most of the time I did not know what was going on. I believe our accounts are in safe hands and trust Power Direct Ltd without doubt to get us the best deal possible, which is so reassuring in these uncertain times.”**

Amanda Sloper – Operations Business Manager, Kew Care Group